

STATE PERSONNEL TRAINING

July – September 2014

Listed below are dates of classes being offered, free of charge, in the months of July - September. Classes are open to all state employees.

NOTE: The training division develops schedules based on the needs of agencies as evidenced by waiting lists created when classes are full. If you do not see a class you need, please email us with the topic, location, and number of spaces for the training you desire.

CLASSES

Dealing With Difficult People – MONTGOMERY **July 15, 2014 at SPD Meeting Room 319**

Registration for this class: 8:00 a.m. to 8:30 a.m. with class beginning at 8:30 a.m. and ending at 4:00 p.m. ***Please arrive in time to sign in and be seated prior to class start time listed above.***

Course Description: This course provides individuals with techniques for interacting with individuals with challenging personalities and challenging behaviors. It is not about changing other people, but about changing how we respond to them in order to work together effectively. Although the course is open to all employees, it is ideal for individuals whose jobs involve frequent contact with the public or frequent contact with other employees. The curriculum emphasizes effective communications under stressful circumstances. Topics presented include understanding abrasive behavior, managing workplace conflicts, working with difficult personalities, and working with difficult behaviors.

Progressive Discipline - TUSCUMBIA **July 22, 2014 at Department of Transportation**

Registration for full day classes: 8:00 a.m. to 8:30 a.m. with classes beginning at 8:30 a.m. and ending at 4:00 p.m. ***Please arrive in time to sign in and be seated prior to class start time listed above.***

Course Description: The discipline course is recommended for supervisors and managers, who are or will be supervising personnel in state government. The program offers a comprehensive look at the procedures necessary to conduct employee discipline with correct techniques and in a legally defensible manner. A participant can learn the disciplinary procedures for the steps of warning, reprimand, suspension, and termination. Any updates in the process are emphasized. Skills taught include the ability to coach and counsel employees through feedback, intervention, documentation, and action plan, as well as the use of steps and due process when conducting a disciplinary action. State law and State Personnel Board Rules, as they refer to the discipline process, are discussed in detail. Case studies are conducted to allow participants to utilize the new skills learned in the program

Interview and Selection - TUSCUMBIA

July 23, 2014 at Department of Transportation

Registration for full day classes: 8:00 a.m. to 8:30 a.m. with classes beginning at 8:30 a.m. and ending at 4:00 p.m. ***Please arrive in time to sign in and be seated prior to class start time listed above.***

Course Description: This course is recommended for supervisors and managers. The program offers a comprehensive look at the procedures necessary to conduct a valid and legal interview with superior results. It explains the selection procedures as outlined in the State Personnel Policy for actions prior to and after the interview. It details the responsibilities of the manager in the interview process including researching the job, writing questions, performing reference checks, conducting the interview (external and internal features), facilitating conversation and questioning, documenting during and after the interview, selecting the most qualified candidate, and considering the legal ramifications of all phases of the selection process.

Presentation Skills - MONTGOMERY

Day I – July 29, 2014 at SPD Meeting Room 319

Day II – August 5, 2014 at SPD Meeting Room 319

Registration for full day classes: 8:00 a.m. to 8:30 a.m. with classes beginning at 8:30 a.m. and ending at 4:00 p.m. ***Please arrive in time to sign in and be seated prior to class start time listed above.***

Course Description: This two-day course provides individuals with techniques for preparing and delivering presentations for groups of any size or type. It is designed for individuals who make presentations to employees, supervisors, customers, or the general public during staff meetings, briefings, classroom training, orientation programs, tours, workshops, luncheons, and conferences. Topics include selecting material, designing visual aids, preparing in advance, and delivering a presentation. This course is conducted in two parts – one day for classroom discussion of presentation techniques and one day during a later week for class member presentations. Some homework is required.

Interview and Selection - MONTGOMERY

July 31, 2014 at SPD Meeting Room 319

Registration for full day classes: 8:00 a.m. to 8:30 a.m. with classes beginning at 8:30 a.m. and ending at 4:00 p.m. ***Please arrive in time to sign in and be seated prior to class start time listed above.***

Course Description: This course is recommended for supervisors and managers. The program offers a comprehensive look at the procedures necessary to conduct a valid and legal interview with superior results. It explains the selection procedures as outlined in the State Personnel Policy for actions prior to and after the interview. It details the responsibilities of the manager in the interview process including researching the job, writing questions, performing reference checks, conducting the interview (external and internal features), facilitating conversation and questioning, documenting during and after the interview, selecting the most qualified candidate, and considering the legal ramifications of all phases of the selection process.

Employment Law for Supervisors - MONTGOMERY

August 7, 2014 at SPD Meeting Room 319

Registration for half day classes: 8:00 a.m. to 8:30 a.m. with classes beginning at 8:30 a.m. and ending at 11:30 p.m. ***Please arrive in time to sign in and be seated prior to class start time listed above.***

Course Description: This class is highly suggested for ANY person who is or will be supervising personnel in state government. The participants will get a detailed study of federal employment laws that will cross their paths in today's workplace. Laws discussed will be the Civil Rights Act of 1964 and 1991, the Americans with Disabilities Act, the Age Discrimination in Employment Act, and the Pregnancy Discrimination Act. Case studies will be conducted for the participants to put their newfound knowledge to work in simulated situations.

Family and Medical Leave Act – MONTGOMERY

August 12, 2014 at SPD Meeting Room 319

Registration for this morning class: 9:00 a.m. to 9:30 a.m. with classes beginning at 9:30 a.m. and ending at 11:30 a.m. ***Please arrive in time to sign in and be seated prior to class start time listed above.***

Course Description: Supervisors and employees will attend the first half of the program. Employees with no supervisory duties will be dismissed after the first half and supervisors only will reconvene to discuss specific responsibilities for handling employee FMLA requests.

In 1993, the Family and Medical Leave Act became a federal law. State Personnel policies encompass new issues and new case law regarding FMLA. This program will cover the eligibility requirements for leave under the law, the types of leave, the qualifying illnesses, and necessary documentation. Other areas of discussion will include retaliatory actions under the law, employee, as well as employer, rights and obligations. Procedures for initiating, implementing, and monitoring FMLA leave will also be covered. The new regulations for FMLA will be discussed. This class is highly suggested for ANY person who is currently a state employee in ANY position if the agency is eligible for FMLA.

Sexual Harassment Prevention - MONTGOMERY

August 12, 2014 at SPD Meeting Room 319

Registration for afternoon class: 12:30 p.m. to 1:00 p.m. with classes beginning at 1:00 p.m. and ending at 3:30 p.m. ***Please arrive in time to sign in and be seated prior to class start time listed above.***

Course Description: Most people can recognize blatant sexual harassment. However, the boundaries are less clear when friendly flirtation and "shoptalk" occurs. Attendees will examine sexual harassment scenarios and determine the depth of the alleged violation. The participants will examine recent changes in rulings and what affect it might have on management responsibilities. Participants will learn how to identify, initially investigate, report, and respond properly to a sexual harassment accusation. The course will teach how the response of the employer to a sexual harassment claim can potentially increase or decrease the organization's liability. This class is suggested for ANY person who is currently a state employee in ANY position.

Performance Appraisal for Supervisors - MONTGOMERY

August 13, 2014 at SPD Meeting Room 319

Registration for full day classes: 8:00 a.m. to 8:30 a.m. with classes beginning at 8:30 a.m. and ending at 4:00 p.m. ***Please arrive in time to sign in and be seated prior to class start time listed above.***

Course Description: The one-day appraisal course is recommended for supervisors and managers, who are or will be supervising personnel in state government. The program offers a comprehensive look at the procedures necessary to conduct employee evaluations with correct techniques and in a legally defensible manner. Participants will learn the supervisory responsibilities of Preappraisal, Midappraisal, and Final Appraisal periods and how to complete the three forms associated with this management process. In addition, writing responsibilities and results, evaluating the level of employee performance, and rating/scoring employee performance will be explained. Exercises will allow participants to use the new skills learned in the program.

Progressive Discipline - MONTGOMERY

August 14, 2014 at SPD Meeting Room 319

Registration for full day classes: 8:00 a.m. to 8:30 a.m. with classes beginning at 8:30 a.m. and ending at 4:00 p.m. ***Please arrive in time to sign in and be seated prior to class start time listed above.***

Course Description: The discipline course is recommended for supervisors and managers, who are or will be supervising personnel in state government. The program offers a comprehensive look at the procedures necessary to conduct employee discipline with correct techniques and in a legally defensible manner. A participant can learn the disciplinary procedures for the steps of warning, reprimand, suspension, and termination. Any updates in the process are emphasized. Skills taught include the ability to coach and counsel employees through feedback, intervention, documentation, and action plan, as well as the use of steps and due process when conducting a disciplinary action. State law and State Personnel Board Rules, as they refer to the discipline process, are discussed in detail. Case studies are conducted to allow participants to utilize the new skills learned in the program.

Time Management – MONTGOMERY

August 19, 2014 at SPD Meeting Room 319

Registration for four hour classes: 9:30 a.m. to 10:00 a.m. with classes beginning at 10:00 a.m. and ending at 3:00 p.m. ***Please arrive in time to sign in and be seated prior to class start time listed above.***

Course Description: This course provides individuals with techniques for making the most of the limited amount of time we have available for work assignments. Although it is open to all employees, it is ideal for individuals whose jobs require them to perform a wide variety of tasks. The curriculum emphasizes effective planning. Topics presented include establishing priorities, developing schedules, working efficiently, and dealing with the stress associated with managing multiple responsibilities.

Dynamics of Supervision – MONTGOMERY

August 26 – 27, 2014 at SPD Meeting Room 319

Registration for full day classes: 8:00 a.m. to 8:30 a.m. with classes beginning at 8:30 a.m. and ending at 4:00 p.m. ***Please arrive in time to sign in and be seated prior to class start time listed above.***

Course Description: This two-day course provides individuals supervising personnel in state government with a solid understanding of the four management functions – planning, organizing, motivating, and controlling. Although it is open to all supervisors, it is ideally suited for individuals who have been promoted to their first supervisory position. The curriculum emphasizes how the role of a supervisor differs from that of an employee. Topics presented include communicating effectively, making sound decisions, setting performance goals, creating a motivating work environment, promoting a spirit of teamwork, coaching for performance, and resolving interpersonal conflicts.

State Government Orientation: Personnel - MONTGOMERY

September 9, 2014 at SPD Meeting Room 319

Registration for full day classes: 8:00 a.m. to 8:30 a.m. with classes beginning at 8:30 a.m. and ending at 4:00 p.m. ***Please arrive in time to sign in and be seated prior to class start time listed above.***

Course Description: This orientation course is for new employees who are within their first two years of employment in the merit system. It is also recommended for any employee who has not had a course that covers the material described herein. The content addresses a comprehensive study of the history of the merit system and focuses on the responsibility of state government to provide outstanding customer service to the taxpayers. Subjects include the purpose of the merit system, personnel pay and leave, responsibilities of state employees, due process, and the level of performance expected of all employees. The functions and procedures of the State Personnel Department are examined, and employee questions are answered regarding classification, pay, examination, certification, and hiring. Additionally, the performance appraisal and discipline system are explained.

State Government Orientation: Employee Benefits - MONTGOMERY

September 10, 2014 at SPD Meeting Room 319

Registration for full day classes: 8:00 a.m. to 8:30 a.m. with classes beginning at 8:30 a.m. and ending at 4:00 p.m. ***Please arrive in time to sign in and be seated prior to class start time listed above.***

Course Description: Employee Benefits of State Government Orientation will include presentations from representatives of host agencies on the major employment benefit packages of their respective departments. Benefits addressed include risk management services, employee insurance, wellness programs for state employees, flexible benefits/dependent health care programs, retirement services, RSA 1 program, State Credit Union, and State Parks. This class is for all state employees but is especially designed for new employees within the first two years of employment. Regardless of years of service, attendees will enjoy learning about the benefits offered by state employment.

Customer Service – MONTGOMERY

September 16, 2014 at SPD Meeting Room 319

Registration for four hour classes: 9:30 a.m. to 10:00 a.m. with classes beginning at 10.00 a.m. and ending at 3:00 p.m.

Course Description: This course provides individuals with techniques for providing outstanding customer service. Although it is open to all employees, it is ideal for individuals whose jobs involve frequent contacts with the public or frequent contacts with other employees. The curriculum emphasizes how to respond in a professional manner to requests for information, products, or services. Topics presented include understanding customer expectations, maintaining a positive attitude, listening effectively, speaking effectively, and dealing with difficult people.

Performance Appraisal for Supervisors - MONTGOMERY

September 23, 2014 at SPD Meeting Room 319

Registration for full day classes: 8:00 a.m. to 8:30 a.m. with classes beginning at 8:30 a.m. and ending at 4:00 p.m. ***Please arrive in time to sign in and be seated prior to class start time listed above.***

Course Description: The one-day appraisal course is recommended for supervisors and managers, who are or will be supervising personnel in state government. The program offers a comprehensive look at the procedures necessary to conduct employee evaluations with correct techniques and in a legally defensible manner. Participants will learn the supervisory responsibilities of Preappraisal, Midappraisal, and Final Appraisal periods and how to complete the three forms associated with this management process. In addition, writing responsibilities and results, evaluating the level of employee performance, and rating/scoring employee performance will be explained. Exercises will allow participants to use the new skills learned in the program.

Progressive Discipline - MONTGOMERY

September 24, 2014 at SPD Meeting Room 319

Registration for full day classes: 8:00 a.m. to 8:30 a.m. with classes beginning at 8:30 a.m. and ending at 4:00 p.m. ***Please arrive in time to sign in and be seated prior to class start time listed above.***

Course Description: The discipline course is recommended for supervisors and managers, who are or will be supervising personnel in state government. The program offers a comprehensive look at the procedures necessary to conduct employee discipline with correct techniques and in a legally defensible manner. A participant can learn the disciplinary procedures for the steps of warning, reprimand, suspension, and termination. Any updates in the process are emphasized. Skills taught include the ability to coach and counsel employees through feedback, intervention, documentation, and action plan, as well as the use of steps and due process when conducting a disciplinary action. State law and State Personnel Board Rules, as they refer to the discipline process, are discussed in detail. Case studies are conducted to allow participants to utilize the new skills learned in the program.

REGISTRATION PROCESS

Register your employees with The State Personnel Training Division via the **email address** at **RegisterForTraining@personnel.alabama.gov**. Registration will be conducted with the agency Personnel Manager or Training Coordinator only. The desired number of spaces or names of employees should be sent to the email address above for registration. Upon request from your agency, availability of classes will be examined and a response will be emailed to the training contact. The training contact must supply all **names and the last four digits of the attendees' social security numbers** within two weeks of initial confirmation. Substitutions are to be made within your own agency should someone be unable to attend. The new information should be sent to the above email address. If the substitution occurs within two days of training date, the new attendee is to provide registration information day of training.

ADA ACCOMMODATIONS

If an employee needs an accommodation under The Americans with Disabilities Act, please call or email Norma Taylor at least one month in advance of training date. Include the type of accommodation that is necessary and examples of how your department may have provided accommodations in the past.

PARTICIPANT INFORMATION

Information such as location, directions, and parking is listed for the benefit of your attendees. ADDITIONALLY, a "Participant Training Letter" is attached to this email. If you cannot open the attachment, the letter and directions are located at the end of this email. **Employee training evaluations from classes in past months indicated that a large number of the attendees *did not* receive the SPD Participant Letter or information regarding the actual start time and location of training. Since we have classes with varying schedules, please make sure you notify your employees the starting time and location of the specific training program for which they are registered.**

**PLEASE PROVIDE THE FOLLOWING PAGES TO THE INDIVIDUAL
PARTICIPANTS
AFTER THEY HAVE BEEN CONFIRMED WITH SPD**

**STATE OF ALABAMA PERSONNEL DEPARTMENT
TRAINING DIVISION**

Dear Participant:

We want to welcome you to State Personnel Department Training 2014! We look forward to seeing you on your scheduled training date. Since you have been registered by your agency Personnel Manager or Training Coordinator, we want to share with you a few tips for the training date.

1. Please bring a sweater or wrap because room temperatures may fluctuate.
2. Unfortunately, state law does not allow the State Personnel Department to furnish food during the training breaks. Vending machines, however, are located near the training room area in each training location. Please bring appropriate change for vending food and drinks.
3. Lunch is on your own and is approximately one hour. There is a cafeteria in the Folsom Administrative Building in Montgomery, Alabama where the State Personnel Department is located. Information regarding the availability of cafeterias and restaurants at other training locations will be available at the training site.
4. Registration starts 30 minutes prior to actual class time. Please arrive in plenty of time to sign-in, receive nametag, and find seating.
5. Please bring writing utensils (pens/pencils) and writing pad. Handouts and manuals will be provided.
6. **Participants must be present for the entire scheduled class time to receive certificate and credit for attendance. You cannot leave early or return late from lunch, arrive late due to other meetings, or depart early in the afternoon. Attendance of all class hours is mandatory for certification of class and verification of attendance within SPD records.**
7. Cell phones should be turned off or muted.
8. Let your training contact know if you are unable to attend class because substitutes are to be sent in your place. We may have waiting lists for the class in which you are registered. If notified in time, we may be able to fill your vacancy.

If you have any questions, please do not hesitate to contact us. We can be reached at (334) 242-3389 or by email at RegisterForTraining@personnel.alabama.gov. We look forward to seeing you at training.

DIRECTIONS AND PARKING

SPD TRAINING FACILITY MONTGOMERY CLASSES

**State Personnel Department
300 Folsom Administrative Building
64 North Union Street
Montgomery, Alabama**

The Folsom Administrative Building is located at the intersection of Union and Monroe Streets. (After passing the back of the Capitol on the left, the Folsom Administrative Building is the next building on the right). **Participants may enter the building from any entrance, but must use the main elevators in the front foyer areas to access the third floor.** Upon arriving at the State Personnel Department, a training representative will be available to assist you with check-in and security badges to gain entrance to SPD Training Room 319.

For the location of Montgomery training, free parking is available at Cramton Bowl Parking Lot. **Cramton Bowl Parking Lot** is approximately three blocks away from SPD training facility. A free trolley runs approximately every 10-15 minutes from Cramton Bowl to the Capitol Complex in the morning 6:30 - 8:30 a.m. and in the afternoon 3:30 - 5:30 p.m. For those employees following the directions from the interstate, from Union Street, take a right on Monroe Street and go three blocks. For those employees following directions from Highway 231, at the intersection of Monroe and Ripley Streets, take a left on Monroe Street and go two blocks.

From I-65 South

Going south on I-65
Take I-85 to Atlanta when reaching Montgomery
Take Exit 1 (Court Street Exit) via the ramp
Stay on Arba Street for .5 miles
Turn left onto Union Street and go .7 miles to SPD

From South Alabama from I-65 North

Going north on I-65
Take I-85 to Atlanta when reaching Montgomery
Take Exit 1 (Court Street Exit) via the ramp
Stay on Arba Street for .5 miles
Turn left onto Union Street
Go .7 miles to SPD

From West Alabama

Take I-85 to Atlanta when reaching Montgomery
Take Exit 1 (Court Street Exit) via the ramp
Stay on Arba Street for .5 miles
Turn left onto Union Street
Go .7 miles to SPD

From East Alabama from Highway 231

Going southeast on Highway 231
Stay on 231 which will turn into Congressman Dickinson Drive for 3.3 miles
Stay on Congressman Dickinson Drive which will turn into Federal Drive for .8 miles
Turn right on Madison Avenue and continue 1.5 miles
Turn left onto North Ripley Street go one block through the traffic light located at the intersection of Monroe and Ripley Streets.
The back of Folsom Administrative Building is on the right.

DEPARTMENT OF TRANSPORTATION

Department of Transportation

2nd Division

295 Highway 20 East

Tuscumbia, Alabama 35674

256-389-1434